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August 26, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd Chief
Clerk and Executive Director
Public Service Commission of South Carolina 101
Executive Center Drive, Suite 100 Columbia, South
Carolina 29210

**Re: Duke Energy Carolinas, LLC's and Duke Energy Progress, LLC's Petition for
Limited Waivers and Request for Approval of Updated Service Regulations
Docket No. 2021-91-E**

Dear Ms. Boyd:

Enclosed please find Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC's ("DEP" and together with DEC the "Companies") Amended Petition for Limited Waivers and Request for Approval of Updated Service Regulations. Specifically, DEC and DEP are requesting a limited waiver of Sections III.A.2(a)-(b) of the Companies' Code of Conduct and approval of certain updated service regulations. The Companies are filing this Amended Petition based on recent discussions with the Office of Regulatory Staff ("ORS") regarding the Petition and the Companies' implementation of the Customer Connect platform. Specifically, the Petition has been amended to remove the Companies' requests for a waiver of S.C. Code Ann. Regs. 103-339 and 103-321 because exceptions to the requirements of these regulations already exist within DEC's service regulations. Instead, the Companies are requesting approval of the updated service regulations to bring DEP in line with DEC's current practices and to promote uniformity across the Companies' service territories.

Further, upon guidance from ORS, the Companies have included an additional request for approval of their Quarterly Budget Billing Plan and correlating service regulation updates, which the Companies believe will be beneficial to customers by providing them with more bill payment options and additional flexibility and control over their monthly bill amounts. The Companies have also removed the request related to their Revert to Owner Programs from the Amended Petition and are instead filing a separate request concurrently in this docket.

The requests in the Amended Petition will allow the Companies to upgrade their billing system infrastructure to better support dynamic rate designs; standardize the monthly billing

The Honorable Jocelyn G. Boyd

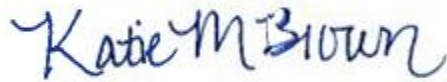
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period; and provide the Companies more flexibility in reviewing a customer's payment history to potentially eliminate the need for a deposit when relocating from one Duke Energy jurisdiction to another.

By copy of this letter, I am serving all parties of record via electronic mail.

Sincerely,

A handwritten signature in blue ink that reads "Katie M Brown". The signature is written in a cursive, flowing style.

Katie M. Brown

Enclosures

cc: Parties of record